

MINUTES OF THE  
MAG PSAP MANAGERS GROUP MEETING

March 25, 1999  
Scottsdale Police Department  
Scottsdale, AZ 85258

MEMBERS ATTENDING

Gary Elliott, Phoenix, Chairman  
\*Dan Schultz, Apache Junction  
Naoma Sloan, Avondale  
\*Velma Washington, Buckeye  
Dave Neuman, Chandler  
\*Gloria Jones, El Mirage  
Janet Laird, Gilbert  
Sheila Pattee, Glendale  
Kay Morrow, Goodyear  
Joe Noce, Mesa  
Jean Maiocco, Maricopa County  
Bruce Barrows, Paradise Valley  
Viola Bent, Peoria  
Curtis Thomas, Salt River Pima-Maricopa  
Indian Community

Ramsey Beckstead for Gail Denney,  
Scottsdale  
\*Ken Blume, Surprise  
Susan MacFarlane, Tempe  
\*Jeff Walter, Tolleson  
\*Rubin Madrid, Wickenburg  
\*Danielle Teran, Youngtown  
+Carol McLeod, ASU  
+Barbara Jaeger, ADOA  
\*+Fred Christley, Capitol Police  
+Donna Contreras for Debbie Henry, DPS  
+Virgie Tossie for Mark Bach, Ft.  
McDowell Indian Community  
+Nicholas Dmytrus, Luke AFB  
\*+Harry Beck, Phoenix Fire  
+Scott Organ for Harold Pierson, Rural  
Metro/Southwest Ambulance

\* Those members neither present nor represented by proxy.  
+ Ex-Officio member.

OTHERS PRESENT

Sherrie Clark, Glendale  
Jim Wortham, Phoenix  
Mary Dysinger-Franklin, Phoenix  
Jim Martin, Pinal County  
Betty Foster, Pinal County  
Herb Christie, U.S. West  
Penelope Theyken, U.S. West  
Mel Weimeister, Phoenix  
Larry Beauchat, ADOA

Donna Nabower, MCSO  
Gail Pazan, Dictaphone Corp.  
Helen Gándara-Zavala, Scottsdale  
Linda Jones, U.S. West  
Patti Walton, Chandler  
Jim Malinski, Chandler  
Debby Mannheimer, U.S. West  
Linda Sorensen, U.S. West  
Jim Winegarden, U.S. West

1. Call to Order

The meeting was called to order by Gary Elliott, chairman, at 9:35 a.m.

2. Approval of the January 21, 1999 PSAP Managers Meeting Minutes

Joe Noce moved, Sheila Pattee seconded, and it was unanimously carried to approve the January 21, 1999 PSAP Manager's meeting minutes with the following correction. Add Patti Walton to those present.

3 U.S. West Maintenance Report

No report

4. U.S. West Customer Service Report

Debbie Mannheimer, U.S. West, reported that in order to answer our questions on Y2K, C.O. sales and the network they have several people from their organization here. Linda Jones the group lead manager from the 911 product team and Jim Winegarden the complex translation expert for 911. Jim started off discussing the imminent NPA split. He mentioned that they have to split the database in the 911 tandem to accommodate the new area codes. They have already split the area code into the new NPDs, which is the area code designation. Those NPDs will be: 602 to remain 0, 623 will be 2, 480 will be 3, and 1 has been being used for 520. This is used because they pass only the seven digit ANI. The COs that have only one NXX will just be changed on U.S. West's side to the new NPA. The COs with more than one NPA will have to have separate trunk groups for each one. Jim mentioned that due to CPE limitations only four area codes could be used in any one PSAP. He recommends going to 10 digit ANI.

Jim stated that we will not see the new area codes in our PSAPs until May 17. U.S. West and SCC will be making the changes the weekend of May 15. Due to the 1.2 million customers making the change it will take 10-12 tapes and several days for SCC to exchange and download information with U.S. West. On May 17 and for several days after the ANI may still show a 0 NPD but will show the correct area code on the ALI screen. SCC will have a separate database for each of the three area codes. There are no duplications during the permissive dialing so if the ANI is still using the 0 it will first look in the 602 database and so on until it finds the number and then passes to the PSAP on the ALI a correct area code. During the information exchanges many people will have moved or had service order changes that won't get immediately changed so there may be a few misroutes or wrong information for those customers. Jim also mentioned that because we don't have reverse ALI there is no need for customer premise equipment updates.

Jim reported that separate trunk groups will be needed from any of the Independents, CLECs, etc that have more than one area code from their switch. Even a few large PS ALI customers will have to have the separate trunks from their switch to the 911 selective routing office.

Another issue regarding the new area codes deals with the speed call lists at each agency. The

equipment will need to be reprogrammed with the new area codes. All 480 and 623s will have to be added for the phone numbers in those areas. Each agency no matter where they are located will be considered in the 602 for 911 calls because the tandem is in that area code. All the speed call list that U.S. West maintains will be changed by U.S. West and a schedule will be set up to handle those changes.

Jim mentioned that he did not know when the tandem switch would be changed out of the 1A to a digital switch but he did know that the entire 1As were scheduled to be completed by the end of the year 2000. He will recommend and push that the tandem be pushed out of the switch ahead of the 1A schedule. Jim said that he did not know which switch type the tandem would go to but 911 tandems are in DMS100 and 5Es. Both switches offer the same enhancements and would be transparent to us. He mentioned that both digital switches offered inter-tandem transfers and was SS7 compatible. Using SS7 we would have fewer misroutes, fewer ANI failures and is much speedier.

Jim was asked how the new area code split will affect Local Number Portability. He understands that LNP is not ported across NPAs. Right now for the most part customers are just changing providers and not locations so they are still able to port those. If the customer had to change from 602 to 623 and he went with a different provider that provider would just have to have the other trunk group to allow for multiple NPAs as mentioned earlier.

Linda Jones, U.S. West, mentioned that when Minneapolis was upgraded to a 5E digital switch they in conjunction with the state of Minneapolis launched a Public Relations campaign. The digital switching is quieter and often people were hanging up because they weren't hearing the usual tones so the campaign was to inform the public that their calls were going through and to not hang up.

Linda mentioned that SS7 has been started in Oregon and some in Minneapolis. With SS7 you get complete interoperability. In Minneapolis they have the SS7 between the end offices (interoffice facility) which speeds up delivery of the calls. It also allows for the 10 digits. Jim Winegarden added that with the 5E switch they don't need to maintain separate routing databases, which translates into fewer misroutes. Linda thought that there should be a plan in place to change out our switch later this year. They are waiting for internal price structuring at which time they will go to the ADOA or the ACC which would require a tariff filing.

Linda said that they might be putting 311 in Salt Lake. This is not for certain because it is being funded privately. The Department of Transportation (DOT) and the Olympics committee are very interested because of the Olympics. She mentioned that there has recently been a filing at the FCC for the DOT to have 311. Talking about 311, 211, and 511 only 311 has a federal designation, which says non-emergency. If you want to use 211 which doesn't have a federal designation as of yet and you put it in place for something you want to use on an interim basis before the FCC comes out you could be usurped at some point in the future for that number. The FCC has jurisdiction over all N11 codes. So just because they haven't decided that 211 is going to be used for something if you use it you may have to change that whole structure. Jim Wortham asked Linda if a government entity didn't have priority over a private entity. She replied that because Salt Lake was using it for government she didn't think it mattered who paid

for it. Linda mentioned that they have done a 311 trial at the Advanced Technology Facility in Boulder and they know it works using existing technology. The issue on using SCC's database for 311 was discussed. Linda said that was their plan but some of the single number services you've seen in the past was being routed by zip code. Barbara Jaeger mentioned that maybe non-published numbers would have to be excluded. Linda thought that depended on each state and that the database could probably be used for selectively routing but not provide the data.

Linda mentioned that they were using the selective routing database for another new product they are about to rollout soon in Boulder. She thinks it's called Emergency Imminent Evacuation which we've probably heard called Emergency Warning and Evacuation (EWA). This is a call out service to the community. In the case of Boulder they are in a flood plane so what the service will do is call those people in that area with a recorded message informing them of the danger and to evacuate. It will try again so many times even if it gets a recorder.

Linda reported that because the Y2K issue is so important they have a whole program management office that is managing year 2000 issues for them along with a large budget. She mentioned that all customers would be receiving a package from them with relevant information pertaining to Y2k issues. U.S. West is part of the industry forum for year 2000. They participate in all the testing and interaction with all the providers. She mentioned there is a web site that can be accessed to check on the progress of the forum and upgrades to the switches. Linda mentioned that with all the testing that has taken place, 911 has proven to be okay. Test results will be made public that can also be found on the web site that will be identified in the letter. The problem will be everyone picking up the phone to call friends and relatives to celebrate and those that just want to see if it works. There is nothing that will take of overload volume. She advises everyone not to do that. There will be groups of businesses such as power and water companies doing remote diagnostics. Linda advised that SCC is compliant and that Plant and Positron are with a certain revision of software. They are taking inventory of equipment at the PSAPs over the 14 states. If they find that a PSAPs equipment is not compliant they will receive a letter stating they are not Y2K compliant and to get with your account team. Because of time constraints what we won't probably get is a letter stating we are compliant.

Linda stated that there is a potential purchaser for the Buckeye exchange but that sale if it does go through could take 6 months to a year. She mentioned that in the first phase of exchange sales some where handled okay but others where not. Now there are project teams in place that should address the 911 issues better in this phase. There is a list of about 40 central offices that are for sale. FCC has final approval of any sale.

Joe Noce wanted to publicly thank everyone that helped them through the nightmare of addressing Williams gateway, especially Penelope Theyken and Michelle Hendren of U.S. West and Jean Maiocco.

## 5. ADOA Report

Barbara Jaeger reported that she is still working on the FY2000 budget but should have the preliminary completed soon. They have run into some problems with some of the sites in other parts of the state and it takes awhile for the development of that.

They are still working on the RFP for 911 Customer Premise Equipment (CPE) to be on state contract that will help facilitate agencies that want to buy other vendor's equipment. She has been assured that U.S. West will be bidding on this contract which will be awarded to multi-vendors. She thinks this should be out on the streets within a few weeks.

There is only five areas in the state without 911 service one which is the Bonita area with about 200 customers which recently turned up 911 service. They recently met at the Hopi reservation that is the largest area of about 1500 customers without 911 service. They are aggressively working on their service plan and looking at alternatives to physical addressing. Because of the way their villages are set up they are considering doing GPS addressing and correlating that to a map.

Barbara related that they are looking into helping agencies fund the upgrades necessary to make their logging recorders Y2K compliant. She thinks she will come up with an amount not to exceed a certain amount. When she has completed this she will send out a letter to each agency explaining they have to go through their coordinator which here in Maricopa County is Mary Dysinger-Franklin so that she can amend the budget.

Pima County is still working on the Phase I pilot project with the state, U.S. West and the wireless providers. This funding is required by the FCC to be approved by the Joint Legislative Budget Committee. This was a change in the legislation this past year in order to protect the money in reserve for 94-102. Another change that has taken place that she believes is a result of the passage of a house bill at the federal level called the Wireless Communication and Public Safety Act of 1999 is no formalized contracts with the wireless providers. They are just using service orders instead. This house version gives immunity to wireless and calls for a comprehensive plan for implementing so there is a coordinated effort for wireless and regular 911 services. The only thing lacking in the bill is there is no funding mechanism associated with the bill. Barbara mentioned that Anita Velasco is working with Senator McCain's office on the senate version of the bill that should have a funding mechanism.

Barbara mentioned to the group that some areas of the state are experiencing central office disruption that may be directly related to the Internet. They are finding that at times like nine o'clock in the evening people are getting a total lack of services not just 911 service. People are getting fast busy or dead air when they go to make a call. U.S. West is aggressively trying to find long-range solutions and have provided temporary relief for those areas in need now.

Larry Beauchat, ADOA, mentioned that they are moving forward with the consultant study. They have hired RCC out of Houston who has been in contact with some of the PSAPs either in person or by survey. He stated that the consultants visited five sites and sent out 16 surveys throughout the state. The study is expected to take several months to complete.

6. Update of the Activities of the 911 Technical Subcommittee of the PSAP Managers Group

Jim provided the group with a draft of a N11 service plan for their review and a draft of the RFP for Maricopa County's 911 system evaluation. Jim also has copies of the central offices involved in the area code split with the types of offices.

Jim stated that Barbara pretty much covered the wireless issues. He mentioned that so far Iridium and other types of satellite telephone services are exempt from providing 911, based on who would accept those calls.

7. MSAG Information Report

Jean Maiocco reminded everyone to keep the ledgers coming for processing. The error rate is going down some but there are still agencies with a high error rate. She mentioned that Donna Nabower brought some new ledgers that may be easier to use because it has larger boxes. They also have Donna's name on them now, as she is the MSAG coordinator.

8. Y2K Network Overflow

Gary Elliott reported that Phoenix PD and several other agencies he has talked with want to take the call overflow off sometime before the new year and for a time after. Each agency will be busy with their own calls and don't need any overflow that they may not be able to transfer and be liable for. It was mentioned that it would be best to do this system wide. Jim Wortham asked where we thought we would like the overflow calls to go to. We can have callers get a busy signal, a fast busy signal, or a prerecorded message. The technical subcommittee will review and make a recommendation. Jim Winegarden did mention that we would be restricted on how many lines we could have on that recording. Joe Noce mentioned that if we were to have a recording it should also include TDD. Barbara asked Jim if he knew how TDD users knew if a line was busy. He stated it probably depended on the specific equipment they were using.

9. Y2K Update

Jim Wortham advised that everyone make sure that their backup power systems are working and have adequate fuel on hand. Probably a good idea to do testing prior to the new year.

10. Time Synchronization

Mary Dysinger-Franklin reported that she and Kay Morrow had talked about this issue when a call Kay was checking on with the Phoenix Fire Department had several different times associated with it. There were different times from CAD, Vesta, ANI, and ALI and they were not necessarily the same at Goodyear. There was a 6-8 minute range in the different times and they wanted to bring it up for discussion on liability issues and possible solutions. Joe Noce mentioned that they are doing time synchronization in their PSAP but times will be different from PSAPs they transfer to or receive transfers from. Linda Sorensen stated that the whole 911 system would have to run off some net clock in order to have total synchronization. Joe advised that even if it can't be fixed we need to be able to explain it. He mentioned a lawsuit he was involved in that revolved around the different time stamps that he was able to explain. Jim Winegarden added that from a switching perspective because there is call setup time (8-12 seconds) there will be some differences in the times between agencies. He felt that the time from SCC might be the most universal.

## 11. Alarm Company Responses

Gary Elliott reported that Rural Metro sells a service to the elderly where the elderly person is scheduled to call in at specific times. If a subscriber does not call at their designated time Rural Metro makes an attempt to call. If that call is unsuccessful they call the police agency of the subscriber's jurisdiction to do a "check welfare" for that person. Gary mentioned that this has been going on for 6 years but he was not aware of it. He says that Phoenix is looking into how they will handle these calls but personally felt since Rural is receiving money for this service they should be doing the checks. The following three items were to be discussed by the PSAP Manager at their agency and report back to the group at this meeting: 1) How does each agency handle these types of calls? 2) Is it a big problem? 3) How should we deal with it if it is a problem? Gary mentioned that Phoenix Police's policy is still under study with research being conducted on how many calls are really coming in. They believe that some of them are being masked by being classed as a check welfare. They are asking their operators to ask rural a few more questions to better know what they are responding on. Scott Organ, Rural Metro, said that they only call the police agency as a last resort. They attempt calls to the subscriber and to a list of others before they call the police agency. Gary stated that the problem is that this is a type of alarm and these people don't have alarm permits as they do with fire type ones and that Rural Metro is utilizing the PSAPs to respond for Rural Metro's for profit situations. Other questions Gary has is maybe the Fire Department would be the more logical response or since this is a service Rural Metro is selling maybe they need to have their own response. Jim Wortham mentioned that there are other businesses besides Rural Metro providing this type of service. Several people felt that the PSAPs are there to respond on the welfare of the citizens and that the problem if there is any should probably be taken to the alarm section of community for review and resolution. They felt that our group was not the setting to be dealing with this issue. Scott Organ said he thought that his agency should be giving more complete information and would ensure that they do that. Patti Walton and Gary thought that these customers using these types of alarms should have permits. Scott said he would check into this and advise at the next meeting.

Chairman Elliott thanked Ramsey from the City of Scottsdale for filling in for Gail, and for hosting the meeting.

The meeting was adjourned at 11:15 a.m.